Business Gateway

E·GOV

Q2 FY 06 Data Call Training

January 24, 2006

February 8, 2006

➢ Anticipated Outcomes

➢ Background

➢ Goals and Objectives

➢ Timeline

➢ Key Concepts

➢ Data Call Instrument Training

➢ Tips

➢ Q&A

Participants will:

➢ Grasp the key factors driving the Q2 FY 06 data call;

➢ Be well informed of the data call schedule and important due dates;

➢ Gain a clear understanding of what compliance assistance is as well as the resource types Business Gateway is required to collect;

➢ Understand the scope of the data call;

➢ Become better acquainted with the Data Collection Instrument; and

➢ Learn tips to help complete the data call.

Background

- ➢ All of the compliance assistance resources collected through this data call (submitted URLs) will be available to businesses through Business.gov.

- ➢ **Business.gov** will allow businesses a single point of access to compliance information and Federal forms necessary for meeting federal statutory or regulatory requirements. Business.gov will be re-launched in September 2006 as a portal with a focus on federal government compliance for small and medium sized businesses.

- ➢ **The Small Business Paperwork Relief Act (SBPRA) of 2002** requires the Office of Management and Budget (OMB) to publish on the Internet a list of the compliance assistance resources (including a single point of contact) available at federal agencies for small businesses.

- ➢ Business Gateway will leverage this data call to provide OMB with the data they need for SBPRA.

Data Call Goal and Objectives

➢ **Goal:** *Provide businesses with a single point of access to compliance information and forms necessary to meet Federal statutory and regulatory requirements.*

➢ **Objectives:**

- Collect web location for each agency's compliance assistance material
- Capture descriptive data (metadata) about each submittal to improve search capabilities of Business.gov
- Collect accurate and reliable data in an efficient manner
- Complete data call by March 31, 2006

Data Call Timeline

- Training Session 1   January 24

- Interim Data Call Submission Due   February 1

  to BG

- Feedback on sample data sent to   February 6

  Advisory Board

- Training Session 2   February 8

- Agency Q2 2006 Data Call due to BG   March 31

Contact Charles Bram with any questions at (202) 205-7355 or email bgpmo@sba.gov.

Key Concepts

➢ Compliance Assistance

➢ Scope

➢ Resource Types

➢ Topic Directory

➢ Business Sectors

Compliance Assistance

➢ **Compliance Assistance:** Information that helps businesses understand their obligations under federal laws and regulations.

➢ Business.gov's compliance assistance resources will focus on <u>mandatory</u>, <u>government-enforced</u> regulations.

➢ Businesses include: C corps, LLCs, Partnerships, Sole Proprietorships, Farms, Family owned stores, Not for /Non profits and many others

Scope

In Scope:

- **Voluntary Programs**
- **SEC regulatory information**
- **DOC, FCC marketing/communications/ advertising regulatory information**
- **Sarbanes-Oxley**
- **FTC or other agency "tips" for businesses**
- **How-to guides to be a "benefit provider" (e.g., HUD section 8 applicants)**
- **Import/Export regulatory information (e.g., firearms, explosives)**
- **Pensions, 401(k)**

Out of Scope:

- **General Advice to businesses**
- **Grants**
- **Contracting**
- **Patents and Trademarks**
- **Torts**
- **Judicial System**
- **Loan applications**
- **Individual Benefits**
- **Individual visas/passport applications**

Resource Types

RESOURCE TYPE	DEFINITION	EXAMPLES*	NOTES
1. Compliance guides (longer than fact sheets)	Plain language, easy-to-understand guides to a particular law(s), standard(s), or regulation(s) or developed for a particular business sector	http://www.epa.gov/sbo/pdfs/hazwaste_500.pdf http://www.fcc.gov/ocbo/FCC02_214.pdf http://www.dol.gov/compliance/guide/index.htm http://www.epa.gov/compliance/resources/publications/assistance/sectors/notebooks/dry.html http://www.dol.gov/esa/regs/compliance/whd/newbus3.htm http://www.fmcsa.dot.gov/safety-security/eta/index.htm http://www.osha.gov/recordkeeping/index.html http://www.efast.dol.gov/forms_pubs.html http://www.msha.gov/forms/forms.htm http://www.fmcsa.dot.gov/registration-licensing/online-registration/onlineregdescription.htm	"recordkeeping and reporting" CA resources would be included here or in #3. On the data call spreadsheet, please list "recordkeeping" or "reporting" in the key word column so the resources can easily be found via search. (note: the Guide should have a link to the appropriate form on forms.gov)

RESOURCE TYPE	DEFINITION	EXAMPLES*	NOTES
2. Information on training or consultation services	Information on consultation or training services or training materials provided on the agency's laws and regulations (e.g., web pages, on-line brochures, PowerPoint presentations)	http://www.irs.gov/businesses/small/article/0,,id=99202,00.html http://www.vodium.com/MediapodLibrary/index.asp?library=esa_541&sessionArgs=0B1000010001000 http://www.osha.gov/dcsp/smallbusiness/consult.html http://www.msha.gov/Education&Training.HTM http://www.osha.gov/dcsp/ote/index.html; http://www.tsi.dot.gov/	
3. Fact sheets (shorter than compliance guides), brochures and FAQs	Short, one to two page; basic explanatory information on a compliance tool, law(s) or regulation(s)	http://www.epa.gov/oilspill/pdfs/spccfact.pdf http://www.fmcsa.dot.gov/documents/hazmat/hm-brochure.pdf http://www.dol.gov/esa/fact-sheets-index.htm http://www.dol.gov/compliance/news/spotlight_smallbus.pdf	If there are many fact sheets on one portal page all related to one topic, you can include just the portal page and not each fact sheet on it; same for FAQs.

RESOURCE TYPE	DEFINITION	EXAMPLES*	NOTES
4. Posters/Graphics/ Logos	Workplace posters (some required by law or regulation; some optional)	http://www.dol.gov/compliance/topics/posters.htm http://www.fmcsa.dot.gov/rules-regulations/truck/driver/hos/HOSPoster.htm	In description, note whether posters are mandatory or optional
5. Notices (including notification templates)	Model notices or templates (notices required by regulations)	http://www.dol.gov/ebsa/publications/healthlawsnotice.html http://www.dol.gov/esa/forms/whd/WH-381.pdf	Include, if useful and used frequently by businesses. Examples: COBRA notices, FMLA notices, Certification of Group Health Coverage
6. Policy or enforcement guidance	Short, plain language information or memorandum on an interpretation of a law or regulation	http://www.dol.gov/esa/whd/opinion/opinion.htm http://cfpub.epa.gov/adi/	Letters of implementation, guides, opinion letters

RESOURCE TYPE	DEFINITION	EXAMPLES*	NOTES
7. **Webpage / Web portal**	Web page or portal providing easy to understand compliance information on a particular law(s), standard(s) or regulation(s); links to additional compliance assistance resources may be provided from the web page or portal.	http://cfpub.epa.gov/npdes/ http://www.fmcsa.dot.gov/rules-regulations/administration/fmcsr/fmcsrguidedetails.asp?rule_toc=730&section_toc=730 http://www.osha.gov/dcsp/smallbusiness/index.html http://www.dol.gov/esa/regs/compliance/olms/CAsmallunions.htm http://www.youthrules.dol.gov/index.htm http://youth.eeoc.gov/ http://www.eeoc.gov/employers/smallbusinesses.html http://www.fmcsa.dot.gov/safety-security/hazmat/complyhmregs.htm	The compliance resources (e.g., compliance guides, fact sheets, etc.) accessible from this webpage or web portal **do not** need to be included elsewhere in this data call.
8. **Compliance Checklists and How-To Guides**	A checklist designed to help industry determine if they are compliant with a law(s), standard (s) or regulation(s)	http://www.epa.gov/ttn/atw/aerosp/aerochk.pdf http://epa.gov/compliance/resources/policies/incentives/auditing/apcol-rcrad.pdf http://www.dol.gov/ebsa/publications/selfcompliancetool.html http://www.youthrules.dol.gov/selfassess_restaurant.htm	

Resource Types (Cont'd)

RESOURCE TYPE	DEFINITION	EXAMPLES*	NOTES
9. Electronic compliance tools	An interactive web site or system that walks the user step-by-step through a process until they reach a result; includes interactive training tools. If is the former type, the results page will answer the user's question or the page will link to compliance assistance resources that are most likely able to answer the question.	http://www.dol.gov/elaws/firststep/ http://www.osha.gov/dts/osta/oshasoft/index.html#eTools	FROM DATA CALL #1 - combines electronic reporting tools and expert systems / wizards and reporting assistance tools.
10. Interactive Frequently Asked Questions	Web page of FAQs on compliance issues that uses advanced search, database, or other technology to help the user find the FAQ most likely to match the user's interest.	http://waste.custhelp.com/cgi-bin/waste.cfg/php/enduser/std_alp.php http://www.irs.gov/faqs/index.html http://www.dol.gov/ebsa/FAQs/faq_compliance_hipaa.html http://publicaccess.custhelp.com/cgi-bin/publicaccess.cfg/php/enduser/std_alp.php	FROM DATA CALL #1; should not just a static page of questions and answers, those items belong in #3.

RESOURCE TYPE	DEFINITION	EXAMPLES*	NOTES
11. Points of Contact - Lists or Directories	Web pages, databases, etc. with names, addresses, phone numbers, and/or e-mail addresses for subject matter experts.	http://cfpub.epa.gov/npdes/contacts.cfm?program_id=0&type=NPDES http://www.epa.gov/ttn/atw/epaprogs.html	
12. Other tools	Have we missed something important? Please add it here		

Topic Directory: A business-friendly categorization of government resources to improve the search capabilities of Business.gov.

Choosing Topics: From the drop-down menu, select the topic/sub-topic(s) that best characterize how small businesses would describe the resource.

Topic Examples

Level 1	Level 2	Level 3
Environment	Air Pollution	Air Permits
		Acid Rain
Food Production	Fisheries	
Transportation	Safety & Health	Recalls
		Railroads

➤ **Business Sectors:** A standard means to classify compliance assistance resources in accordance with the North American Industry Classification System (NAICS) codes to improve the search capabilities of the Business.gov web site.

Level 1	Captures the largest business sector as represented by the first two numbers of the NAICS code (e.g., 23 - Construction)
Level 2	Captures the sub-sector as represented by the third number of the NAICS code (e.g., 236 - Construction of Buildings)
Level 3	Captures the industry group represented by the 4th number of the NAICS code (e.g., 2362 - Non-Residential Building Construction)

Note: *For information on the relationship between SIC codes and NAICS codes, see* http://www.census.gov/epcd/www/naicstab.htm*.*

Business Sectors

Business Sector Examples

Level 1	Level 2	Level 3
31 - Manufacturing	311 – Food Manufacturing	3111 – Animal Food Manufacturing
		3112 – Grain and Oilseed Milling
23 - Construction	236 – Construction of Buildings	2361 – Residential Building Construction
48 – Transportation and Warehousing	481 – Air Transportation	4811 – Scheduled Air Transportation
		4812 – Nonscheduled Air Transportation

➢ **Choosing Business Sectors:** Place your URLs in the Sector/Sub-sectors(s) that best describe which industry sub-sectors this resource (URL) applies to.

➢ General Instructions

➢ Data Field Definitions

➢ POC Screen

➢ URL Screen

➢ Add new URL Pop-up

➢ URL Topics Screen

➢ Business Sectors Screen

➢ Saving a Record

➢ Print Manager Pop-up

1. **Validate** pre-populated resources

2. **Add** new resources

3. Sending Instructions: Each agency's Advisory Group member should submit **ONE** complete data call response package for the entire agency.

4. Email your Agency data call response to the following two addresses no later than March 31, 2006:

    - Shivani Desai, Business Gateway Program Manager at Shivani.Desai@sba.gov
    - Business Gateway Program Management Office at BGPMO@sba.gov

Data Fields Definitions – POC Form

#	Data Field	Definition
1	Primary Point of Contact (*)	The person who is primarily responsible for the data submitted in the data call. Also, the person Business Gateway should call with questions about the submitted data.
2	Secondary Point of Contact	The person Business Gateway should call if the Primary Point of Contact is unavailable.
3	Name(*)	Provide the full name and title of the POC (e.g., John Smith, Director of RISA)
4	Phone(*)	Provide the 10 digit office phone number of the POC
5	SBPRA POC	The Small Business Paperwork Relief Act (SBPRA) of 2002 was enacted to reduce the Federal Government's regulatory burden on businesses. Section 3 of the Act requires each agency to designate a single point of contact to act as the liaison between the agency and small business compliance concerns. Check the box to indicate whether the Primary or Secondary POC is the agency's Small Business Paperwork Relief Act (SBPRA) Point of Contact (POC). For more information see : http://www.whitehouse.gov/omb/inforeg/infocoll.html and http://www.sba.gov/ombudsman/compliance/cabinet_dept_compliance.pdf.
6	email(*)	Provide the email address of the POC
7	Agency(*)	Specify Department or Agency Name (e.g., Dept. of Treasury)
8	Sub Agency(*)	Specify the Sub Agency or Bureau (e.g., IRS)

Data Field Definitions – URL Form

#	Data Field	Definition
1	URL (*)	Provide the web address for the compliance assistance resource
2	Title (*)	Provide the title of the compliance assistant resource. To find the title of the web address, left click on the "View" menu and then select "Source".** If no title is assigned in the Source, provide a descriptive title here.
3	Compliance Resource Type (*)	This field indicates the type of compliance information the resource provides. From the drop-down menu, choose one of the twelve resource types in Tab "3. Resource Types".
4	Keywords (*)	Enter words that a business or government user might associate with this URL. Enter the meta tag key words found in 'view source' for this web address** or type individual words that describe the resource. Separate key words with a comma.
5	Description (*)	Provide a brief description of the purpose and content of the resource. Input text from the 'Description' tag found in 'view source' for this web address.** If no description is provided in the Source, create a description here.
6	This resource specific to a particular industry.	If a resource is very specific to a particular industry code and is not to be lumped together with other resources at a higher levels within the industry, check the box and provide the unique code in NAICS code data field below.
7	NAICS Code	The North American Industry Classification System (NAICS) Code is used by business and government to classify and measure economic activity in Canada, Mexico and the United States. If this resource (URL) is specific to one particular industry, enter the 6-digit NAICS code here. Note: for information on the relationship between Standard Industrial Classification (SIC) codes and NAICS codes, see http://www.census.gov/epcd/www/naicstab.htm .

#	Data Field	Definition
8	Document Type (*)	Indicate the resource file type. Allowable values include MS Word file (.doc), Portable Document Format (.pdf), WordPerfect (.wpd), PowerPoint (.ppt), HTML page (.html or .htm), Active Server Pages (.asp), Other (for all other document types, if 'other' list the file type as well).
9	This resource is specific to small businesses	Check the box if this compliance assistance resource is intended for small businesses although it may be useful for medium and large businesses as well.
10	Document Size (KB)	The size of the document or web page in kilobytes. Note: this field only applies to static web pages or documents, not compliance websites (interactive tools).
11	Publication Date	Provide the date (DD/MM/YYYY) the resource was posted/published.
12	Sub Agency / Office	Provide the sub agency/ bureau or office responsible for the resource.

Data Field Definitions – URL Topics

#	Data Field	Definition
1	URL Topics	A business friendly means of categorizing government compliance assistance resources to improve the search capabilities of Business.gov web site and to reduce the burden of businesses identifying compliance rules resources applicable to a particular business or industry.
2	Level 1 Topic (*)	Level 1 topics capture the broad areas of business or business activities in which the federal government imposes regulatory requirements on businesses. From the drop-down menu, identify the appropriate Level 1 topic area best characterizing the compliance assistance resource.
3	Level 2 Topic (*)	Level 2 topics capture the mores specific areas of business or business activities in which the federal government imposes regulatory requirements on businesses. From the drop-down menu, identify the appropriate Level 2 topic area best characterizing the compliance assistance resource.
4	Level 3 Topic (*)	Level 3 topics capture the unique areas of business or business activities in which the federal government imposes regulatory requirements on businesses. From the drop-down menu, identify the appropriate Level 3 topic area best characterizing the compliance assistance resource.

#	Data Field	Definition
1	Business Sectors	A standard means to classify compliance assistance resources in accordance with the NAICS codes to improve the search capabilities of the Business.gov web site and reduce the burden of businesses identifying compliance rules or resources applicable to a particular business or industry. Note: For information on the relationship between SIC codes and NAICS codes, see http://www.census.gov/epcd/www/naicstab.htm.
2	Business Sector Level 1 (*)	The level 1 business sector field captures the largest business sector as represented by the first two numbers of the NAICS code (e.g., 23 - Construction). From the drop-down menu, select the NAICS Code(s) and corresponding business sector(s) pertaining to the compliance resource.
3	Business Sector Level 2 (*)	The level 2 business sector field captures the sub sector represented by the 3rd digit of the NAICs code (e.g., 236 - Construction of Buildings). From the drop-down menu, select the NAICS Code(s) and corresponding subsector(s) pertaining to the compliance assistance resource.
4	Business Sector Level 3 (*)	The level 3 business sector field captures the industry group represented by the 4th number of the NAICS code (e.g., 2362 - Non-Residential Building Construction). From the drop-down menu, select the appropriate NAICS Code(s) and industry group(s) pertaining to the compliance assistance resource.

➢ (*) = Required Fields

➢ In Business Gateway's experience, clicking on "View" and then "Source" for many government URLs displays only a title. That is, in most cases neither a description nor keywords are provided. However, if a description or keywords are provided, they have likely been approved by the agency, and would be valuable for BG to have.
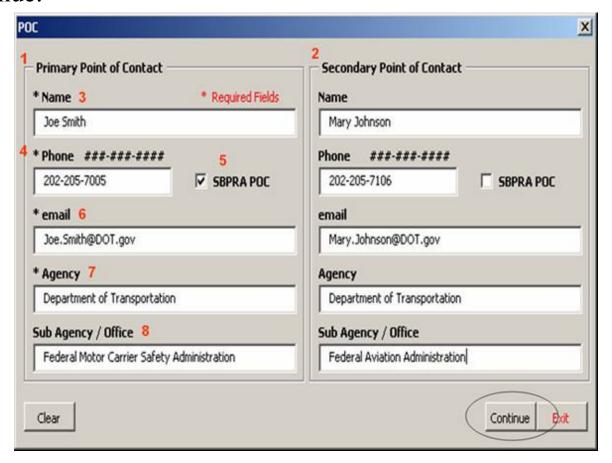
Note on Macros

➢ The Data Call Instrument contains a secure macro that has been digitally signed for authenticity and protection against viruses. If our digital certificate is incompatible with your version of Excel it may create a security alert and prevent you from opening the Data Call Instrument. In this case follow the instructions below to enable our macro:

- **Open** MS Excel
- From the Menu Bar, choose **Tools**
- Choose the **Macro** label (you may have to expand the drop-down l
- Choose **Security** on the expanded panel
- On the Security pop-up window, **Security Level** tab, choose **Medium**
- Click **OK**
- You can now open the Data Call Instrument (BG Q2 FY06 Data Call [*Agency Name*].xls)
- When MS Excel opens, it may display an alert. Select the **"Enable Macros"** button, and the program will start.

➢ IMPORTANT: When you are completely finished with this project, we suggest you reset EXCEL to your previous macro setting. Re-trace the steps outlined above, and chose **High** on the Security level tab.

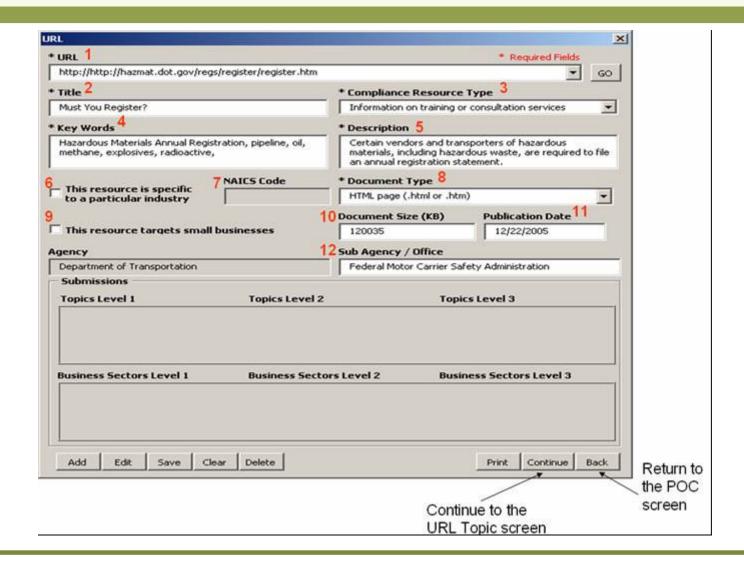➢ Enter the contact information for the Primary and Secondary Points of Contact, and click "Continue."

➢ The URL form collects general information regarding the compliance assistance resource. Click on the drop down arrow in the top box "URL." You will note that Business Gateway has pre-populated many URLs from theBG Q1 FY06 Data Call.

➢ To **_Review/Edit_** a compliance resource URL:

- Click on the first URL. Update the pre-populated data fields where necessary and enter new data where necessary.

- Click "Continue" to proceed to the URL Topics form for the selected resource.

URL Topics Screen

- Choose a Topic Level 1 by clicking on the arrow

- Next, choose a "Topic Level 2," and a "Topic Level 3"

- Once you are satisfied with your Topic Levels, click "Add "

- NOTE: If Topic Levels 2 does not adequately describe your resource, you may add your own topic by clicking on the topic drop down box and typing a new topic.

- You are only allowed to add five new topics per agency submission.

➢ Add different Topic/Sub-topic combinations, if the resource may be characterized in more than one way.

➢ Once you have finished adding topics, click on "Continue."

Business Sectors Screen

- ➢ Characterize the resource according to the business sector it belongs in.
- ➢ To *Add* a Business Sector:
  - Choose from each of the three menus, and then click "Add." Similar to the topic directory, you may add more than one business sector combination.

- ➢ To *Delete* a Business Sector:
  - If you have mistakenly added a Business Sector description, delete by highlighting it and selecting "Delete."
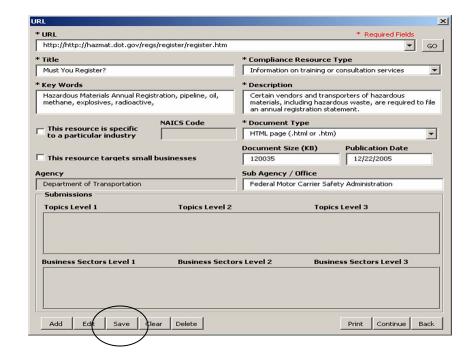
- ➢ Once you have finished adding the business sector, click "Continue."

Saving a Record

- You are now back at the original URL page, and all of the information has now been populated for the URL.

- Verify that the information is correct. If you want to change any of the information, click "Continue," as before, to toggle through the screens.

- If you are satisfied with the information, click "Save" and move on to review the next URL.

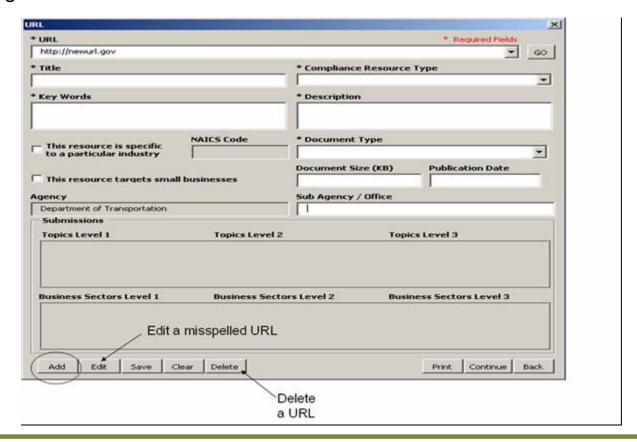- Repeat the above process for each pre-populated URL.

➢ Once you have verified and updated the pre-populated data, add new resources by clicking on "Add " from the URL Form.
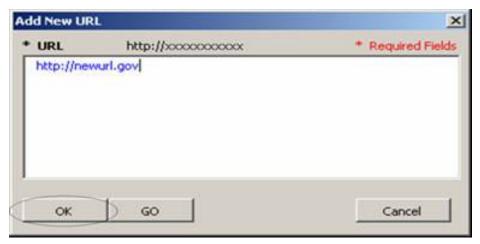
Add New URL Screen

➢ Type the web address or copy a URL from the Internet and press "Ctrl-V" to paste it into the box (pasting by right clicking does not work here). Click "OK" when finished.

➢ For each new resource added, complete all of the required data elements on the URL, URL Topics, and Business Sectors Screens.

➢ Once you have added all of your business compliance assistance resources, click "Save" and return to the sending instructions to complete your Agency's Data Call Response.

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➢ Find compliance assistance resources on agency websites by contacting webmasters, librarians, policy and compliance assistance offices

➢ Type the following terms into your agency's search engine: 'Compliance Assistance' and agency specific terms like 'Air', 'Water', 'Motor Vehicles'

➢ When submitting portal pages:

- If possible, assign several different topic/sub-topic combinations to the URL (see URL Topics Screen)
- Include all keywords associated with ALL of the compliance resources contained on the portal page
- Do NOT submit the individual resources listed on the portal page

➢ Post the materials we provide around the computer for easy access:

    – BG Q2 FY06 Data Call GENERAL INSTRUCTIONS.pdf

    – BG Q2 FY06 Data Call DATA DICTIONARY.xls

➢ Allow plenty of time to complete the data call (start now)

➢ Save your work frequently

➢ E-mail or Call us if you get stuck

Q2 FY 06 Data Call Resources

The following Business Gateway Q2 FY 06 Data Call resources can be found at http://www.business.gov/general/pmo_doc/compliance_ass istance_documents.html:

- General Instructions
- Data Dictionary
- FAQS
- Business Gateway Data Call Instrument
- Business Gateway Data Call Training Presentation

QUESTIONS?
(open Q&A period)

Future Questions?

Contact Charles Bram with any questions at bgpmo@sba.gov or (202) 205-7355.

THANK YOU
We appreciate your time!